

ABSTRACT

The present disclosure is directed to systems and methods for routing a message to a communications device. These systems and methods may receive a message via a communications channel, convert the message into a uniform media format, identify at least one of the following: at least one user communications device to receive the message and at least one communications channel for delivering the message, then convert the uniform media formatted message for at least one communications protocol and then forward the message formatted for the at least one communications protocol to the at least one user communications device via at least one communications channel. In accordance with the systems and methods disclosed herein, messages sent in one communications protocol via a communications channel may be delivered to a user in a different communications protocol via a different communications channel. The message may be forward to a user's communications device based upon the user's contact profile and location information and the user's preferences information. In some embodiments, the message may be delivered via an instant messaging communications channel.